



311 West Saratoga Street  
Baltimore MD 21201

## FIA INFORMATION MEMO

Control Number: # 18-05

Issuance Date: September 18, 2017

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES;  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF;  
ELIGIBILITY DETERMINATION DIVISION, OFFICE OF ELIGIBILITY  
SERVICES, MARYLAND DEPARTMENT OF HEALTH SUPERVISORS  
AND ELIGIBILITY STAFF**

**FROM: NICHOLETTE SMITH-BLIGEN, EXECUTIVE DIRECTOR, DHS/FIA**  
**DEBBIE RUPPERT, EXECUTIVE DIRECTOR, MDH/OES**

**RE: MANDATORY UPDATED myDHR WebEx TRAINING FOR LTC  
ELIGIBILITY STAFF**

**PROGRAM AFFECTED: Long-Term Care Medical Assistance, Waiver Medical  
Assistance**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

As introduced in Action Transmittal #18-01, Issuance Date of July 26, 2017, customers and their authorized representatives were able to apply for Long-Term Care (LTC) through the myDHR portal. In addition, for applications that were filed by paper (in person, by fax or by mail), staff were informed that they must data-enter the applications into myDHR and track and monitor in the myDHR Long-Term Care Management Tool.

**Based upon the many concerns, suggestions and recommendations from Nursing Facilities, Advocates and Staff since the issuance of the Action Transmittal #18-01**, the Long-Term Care application process on the myDHR portal is being enhanced to create a single portal for all users to be able to access and complete the LTC application and complete the required forms. In collaboration with the Maryland Department of Health (MDH) and Long-Term Care industry representatives, the Department of Human Services (DHS) designed enhancements in myDHR that will result in the electronic application process being simplified in this new automated system.

As a part of the enhancements, specified features for each user group are being added to myDHR. Some of the features for Case Managers and Administrators include an electronic LTC/Waiver 1052, the addition of the 9709S Long-Term Care/Waiver Application for Assistance and a number of other features. These new features are set to be implemented on October 1, 2017.

### **ACTION REQUIRED:**

**Mandatory Live WebEx Training** for LTC/Waiver and Central Administrators will be held on Monday, September 25, 2017 and Tuesday, September 26, 2017 from 9 am -1 pm. The WebEx is slated for four hours to allow staff to have hands on interaction of the new enhancements at the conclusion of the formal discussion. **All LTC Staff must register for one of the two available training sessions indicated above no later than by close of business on Tuesday, September 19, 2017.**

In preparation for user roles, we are requiring all LTC staff to create a myDHR account using his/her state email address as the login. LTC staff **must** have a myDHR user account no later than Friday, September 22, 2017.

The directions to create a myDHR account are attached. Once an account is created in myDHR, an activation link will be sent to the email of staff that will expire after 24 hours. Staff should be instructed to click on the activation link from their email to complete their account setup.

- ☐ NOTE: Make note of the password and email address so that staff can remember and access their new myDHR account.
- ☐ NOTE: If staff have already created a myDHR account using their State email address, they do not need to create another account.
- ☐ NOTE: If staff try to access their myDHR account from a different computer (other than the one used to register the account) they will receive a verification code. Enter that code on the myDHR Account Validation Page and then click 'Authenticate'.

**LTC staff must immediately adhere to the above requirements.** The links to register for one of the mandatory sessions are reflected below.

Course Title	Date	Time	Session Number / Password
myDHR Long-Term Care/Waiver Application Training - State of Maryland Administrators, Caseworkers and Clerical Staff	9/25/17	9 am – 1 pm	393 737 667 / 3FFHpAn3
myDHR Long-Term Care/Waiver Application Training - State of Maryland Administrators, Caseworkers and Clerical Staff	9/26/17	9 am – 1 pm	399 282 257 / QS9WVNXS

## **INQUIRIES**

Please direct system questions to [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov). Please direct policy questions to the Maryland Department of Health, Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHS Executive Staff  
FIA Management Staff  
Constituent Services  
Maryland Department of Health OES  
Help Desk

### **ATTACHMENT:**

Long-Term Care (LTC) Training Slide Deck-myDHR Account Creation